

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: November 15, 2016
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel
RE: **Docket No. 140220-WU** – Application for staff-assisted rate case in Polk County by Sunrise Utilities, LLC. *KFC*

Attached please find a copy of a correspondence from the Office of Public Counsel to Commission Staff regarding customer comments on Utility. Please file the attached document in the documents tab of the above-referenced docket file.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

RECEIVED-FPSC
2016 NOV 15 AM 11:37
COMMISSION
CLERK

Kelley Corbari

From: Vandiver, Denise <VANDIVER.DENISE@leg.state.fl.us>
Sent: Tuesday, November 15, 2016 8:16 AM
To: Kelley Corbari; Saylor, Erik
Subject: Sunrise
Attachments: SUN ACRES Neighbor hood team effort 11-14-16.pdf

Attached is a file that includes recent posts on the customers Facebook page about billing issues

Denise N. Vandiver
Office of Public Counsel
111 West Madison Street
Pepper Building, Room 812
Tallahassee, Florida 32399-1400
Phone: 850-717-0330

✓ Seen by 54



Melissa Phelps Barrett I got mine about a week ago. There was a post about someone new was doing the bills and reading the meters now but it is no longer on here so i dont know if thay has changed or not. If I was you I would just keeping paying what you normally pay and keep a record of that and check your meter reading at the end of the month and record it so they cant come back saying you havent paid. I know of a couple of people they have done that to.... Me included.

Like · November 11 at 12:38pm



Sherry L Blankenship Gardner Sherry Gardner and Geraldine or Tom Grimes

Like · November 11 at 6:25pm



Sherry L Blankenship Gardner All 3 on King Ave

Like · November 11 at 6:30pm · Edited



William M Scott Ok i sent two under ur name

Like · November 11 at 6:42pm



William M Scott We sent tom grimes one

Like · November 11 at 6:43pm



Sherry L Blankenship Gardner Today?

Like · November 11 at 6:43pm



William M Scott No maam last week all are sent out same time

Like · November 11 at 6:44pm



William M Scott Was sent

Like · November 11 at 6:45pm



Sherry L Blankenship Gardner We did not get it

Like · November 11 at 6:45pm



William M Scott Well ill double check

Like · November 11 at 6:45pm



Sherry L Blankenship Gardner I need copy

Like · November 11 at 6:46pm



Sherry L Blankenship Gardner 2588 and 2559

Like · November 11 at 6:47pm



Sherry L Blankenship Gardner I have 2584

Like · November 11 at 6:48pm



William M Scott Yes maam ok

Like · 1 · November 11 at 6:55pm



William M Scott We see was read and i will follow up

Like · November 11 at 6:55pm



Sherry L Blankenship Gardner Ok ty

Like · November 11 at 6:57pm



William M Scott Yes maam

Like · November 11 at 6:58pm



William M Scott All good in the hood

Like · 1 · 13 hrs